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HELP CENTER

 Still need help? Feel free to contact us. We will respond within 24 hours.

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Terms and Conditions

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Contact Us

Customer Service

We look forward to assisting you with any of your shopping queries. If you can't find your expected answers here, such as Order Inquiries, Pay Shipping & Delivery, Returns & Refunds and General Post-sales Inquiries. Our Customer Service Team will be available. Our working hours: 9:00 to 24:00 (GMT +8) daily, during which, we will endeavor to respond to your email within 24 hours. Please feel free to contact us!

ONLINECHAT



(Recommend)

CONTACT@JD.COM



Business Development Contact

Email: JDglobal@jd.com

Address: Suite 1203, 12/F Ruttonjee House, 11 Duddell Street, Central, Hong Kong

Media Contact

If you are interested in collaborating with us, please contact us at press@jd.com

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CONTACT@JD.COM



ONLINECHAT

**Secure Payments**

Pay with secure payment methods

**30-day Return Policy**

If your item is damaged or not as described, you may return it within 30 days after delivery.

**24/7 Customer Service**

We'll respond to you within 24 hours

**Worldwide Delivery**

Covers more than 200 countries and regions worldwide

**International**

Guaranteed at

About Joybuy

Operated by Chinese ecommerce giant, JD.com, Joybuy offers online shoppers a wide selection of smartphones, gaming laptops, consumer electronics, women's clothing, stuffed toys and more.

As China's largest ecommerce platform by revenue, JD.com offers a world-class set of online shopping services to its legion of users, who now number close to 200 million in total.

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